

Proposed Regulations Meeting June 11, 2002

Attendees:

HQ: Angela Lazarow, Iris Frazier, Melody Martinez, Steve Appel, and Cindy Radavsky

OPR: Michele Mudgett

Hospitals: Anita Judd, Donna Gilland, Harry Oreol, and Mike Stolp

Objectives:

Begin dialogue on action plan for staff training on proposed regulations.

Identify issues that need further exploration and decisions from EDs.

Background:

Under the current contract, OPR provides training for staff and patients on Patients Rights issues. They provide training to staff at new employee orientation, annual block training and off-sites. OPR will provide training on the new rights to staff and patients prior to the implementation of the rights. OPR will utilize a team of three one of those three will be the hospital advocate, to provide the training. They requested assistance from Iris for the training and would like Melody as a back-up. Training curriculum, posters and handbooks need to be developed.

1. TimeFrames:

Regulations must be implemented by May 1, 2003 but preferably April 1, 2003.

Training of all staff and patients must be completed prior to implementation.

Discussion included issues related to JCAHO, and then November and December holidays. Suggested methods of training included staggering the hospitals by completing one at a time including staff and patients, or training all hospitals concurrently then training all patients. This could be achieved if the hospitals assisted by designating some Unit Supervisors that could be trained as trainers. USs were thought to be the most appropriate class as they have the most access to the units on a daily basis and will receive the bulk of the questions from both patients and staff.

Action: Each hospital rep to discuss the options with their ED due to the commitment of time and resources that will need to be made. Cindy will put on ED Council agenda for June 27th with the expectation of a direction from the EDs so the plan can be developed.

2. Materials:

Posters and handbooks need to be developed. PSH and ASH have print shops that can assist in this area. It was recommended that the posters be the smaller size and will need to be in all seven languages currently used for publication. Discussion ensued regarding the need for the deaf and hearing-impaired patients. Steve indicated a draft of any materials that did not verbatim restate the regulations needed to go out for a 15 day public comment period. Once the handbook is finalized a training video needs a video shoot. Liz Souza at ASH and her team will assist.

Action: Angela has the lead on the development of the posters and handbook. She will submit milestones with timeframes and person responsible for this piece of the action plan. Michele has the lead on the video and will submit milestones with timeframes and person responsible.

3. Training components:

OPR will start outlining training components and bring to this workgroup for review (this will meet the contract requirement that all training materials must go through Melody). The workgroup will review and comment.

Action: OPR will forward a first draft the last week of June for the workgroup to review and e-mail comments to Michele. Michele will submit milestones with timeframes and person responsible for completing the training components in the action plan.

4. Action Plan:

It was agreed that the action plan would have 5 major components: handbook, video, posters, staff training and patient training. The patient input from the plan will be gathered at the July 26th meeting with the patient representatives and incorporated into the action plan.

Action: Cindy will put together the plan as milestones are submitted to her. The plan will be reviewed by the workgroup and submitted for approval by the ED Council at the August ED Council.

5. Next Meeting:

Scheduled for July 26th with the workgroup and patient representatives. If someone wants to discuss the draft or an issue emerges that requires a meeting they will notify Cindy and she will co-ordinate a meeting. Review of the draft will attempt to be completed by e-mail.